

## IMPORTANT SAFETY RECALL

Mr. [REDACTED]

Palm Coast, FL 32137- [REDACTED]  
USA

April 17, 2015

**This notice applies to your vehicle:** [REDACTED]  
**NHTSA Recall Number: 15V016**

**Subject: Porsche Safety Recall AF03 – Replacement of Fuel Rails**  
**2011 - 2012 Cayenne S Hybrid**  
**2012 – Panamera S Hybrid**

Dear Mr. [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Porsche has decided that a defect which relates to motor vehicle safety exists in certain 2011 – 2012 model year Cayenne S Hybrid and 2012 model year Panamera S Hybrid vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

Porsche has determined that in rare cases it is possible that under unfavorable tolerance conditions of the fuel rail and under certain dynamic conditions, there may be minor fuel leakage at the interface of the fuel rail and injectors. This could result in a fuel smell that may be noticeable to the vehicle occupants

While fuel leakage in the presence of an ignition source may increase the risk of fire, there have been no reports of accidents or injuries in the United States as a result of this concern.

### **What will we do?**

Porsche is conducting a safety recall on these vehicles. The fuel rails will be replaced at your authorized Porsche dealer. Repairs are expected to take 3.5 hours to complete. Of course, these repairs will be completed at no charge to you.

### **What should you do?**

Please contact your authorized Porsche dealership to schedule a repair appointment and to arrange in advance for a Porsche loaner vehicle should you require alternate transportation during the repair period.

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### **Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

### **Reimbursement of Expenses**

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

### **Can we assist you further?**

If your authorized Porsche dealer fails or is unable to complete this work free of charge within a reasonable length of time, please call or write:

Porsche Cars North America, Inc.  
Attn: Customer Commitment Department  
One Porsche Drive  
Atlanta, GA 30354  
1-800-PORSCHE

If you still cannot obtain satisfaction, you may file a complaint with:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause you. However, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Very truly yours,  
PORSCHE CARS NORTH AMERICA, INC.



Tim Quinn  
Vice President, After Sales